PHILIPPINE POSTAL CORPORATION (PHLPOST)
Recalibrated 2020 Performance Scorecard

		Component			Baseline Data		Targets	
		Objective	Weight	Formula	Rating Scale a/	2017	2018	2019	2020
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	SM 1	Postal Mail Traffic (Transactions Handled in Millions)	8%	Actual Figure	Actual / Target	64.41	51.97	61.86	*31.57*
		Subtotal	**8%**						
STAKEHOLDERS	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities							
	SM 2	Number of Municipalities and Cities with Postal Access (out of a total of 1,628)	5%	Number of Municipalities with PHLPost-operated, Local Government Unit (LGU)-operated or Private-operated postal outlet/s	Actual / Target	-	-	-	*9 additional cities and municipalities*
	SM 3	Number of NGAs/NGOs Partners for Services	5%	Actual Number of Payout Partners (Should not be for free or at a loss)	Actual / Target	5	6	5	*6*
	SO 3	Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management							
	SM 4	Percentage of Satisfied Customers		Number of Customers Who Rated Satisfactory or Very Satisfactory / Total Number of Customers Sampled	Actual / Target	N/A	N/A	90%	
		a. Individual Customers	(3%)						*Excluded*
		b. Corporate Clients	2%						90%*
		Subtotal	**15%**						

Component				Baseline Data		Targets	
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SO 4		**Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management**					
SM 5 Revenues	6%	Total Revenues	Actual / Target	₱3.530 B	₱3.675 B	₱3.535 B	*₱3.179 B*
SM 6 Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	6%	EBITDA Excluding Subsidies *(Franking Privilege reimbursed from National Government and from non-shareholders)*	Actual / Target	₱197.63 M	₱28.89 M	₱30 M	*₱80.308 M*
Subtotal	**12%**						
SO 5		**Sustain Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures**					
SM 7 *Express Post Delivery Performance*		Percentage of Postal Items Delivered within the Standard Turnaround Time					
7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	7%		Actual / Target	90% of items delivered within 1 day after posting	90.19% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	*90% of items delivered within 3 days after posting*
7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	7%		Actual / Target	90% of items delivered within 3 days after posting	90.05% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	*90% of items delivered within 10 days in Luzon and 15 days in VisMin after posting*
7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	7%		Actual / Target	97% of items delivered within 1 day after Customs clearance	100% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	*95% of items delivered within 3 days after Customs clearance*
7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department	7%		Actual / Target	96% of items delivered within 3 days after Customs clearance	96.10% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	*95% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance*

Component				Baseline Data		Targets	
Objective	Weight	Formula	Rating Scale [a/]	2017	2018	2019	2020
INTERNAL PROCESS SM 8 — International Parcel Post Delivery Performance	4%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	90% of items delivered within 7 days after Customs clearance	94.75% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	*85% of items delivered within **15** days in Luzon and **30** days in VisMin after Customs clearance*
Letter Post Delivery Performance							
SM 9 — 9.1. Domestic Ordinary Letter Post Delivery Performance	7%	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	87% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	*85% of items delivered within **15** days in Luzon and **30** days in VisMin after posting*
SM 9 — 9.2. Domestic Registered Letter Post Delivery Performance	7%		Actual / Target	87% of items delivered within 3 days after posting	86% of items delivered within 3 days after posting	85% of items delivered within 7 days after posting	*85% of items delivered within **15** days in Luzon and **30** days in VisMin after posting*
SM 9 — 9.3. International Letter Post Delivery Performance	4%		Actual / Target	97% of items delivered within 7 days after Customs clearance	95% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	*85% of items delivered within **15** days in Luzon and **30** days in VisMin after Customs Clearance*
SO 6	**Uphold Postal Service Integrity by Strengthening Security in Postal Processes**						
SM 10 — ISO Certification	5%	ISO Certification of Frontline Services	All or Nothing	ISO-Aligned Documentation of QMS for the Improved Postal ID	ISO-Aligned Documentation of its QMS for Post Office Operations	ISO 9001:2015 Certification of Manila Central Post Office	ISO 9001:2015 Certification of Post Offices within the City of Manila and in the Offices of Exchange

Component				Baseline Data		Targets	
Objective	Weight	Formula	Rating Scale a/	2017	2018	2019	2020
SO 7 Improve Efficiencies in the Postal Service Through Innovation and ICT							
SM 11 — Percentage of PHLPost-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	5%	Number of PHLPost-operated Postal Outlets with Internet Connectivity Enabling Track and Trace / Total Number of PHLPost-Operated Postal Outlets	Actual / Target	60%	70%	60%	*60%*
Subtotal	**60%**						
SO 8 Manage Organizational Competencies by Developing Effectual and Competent Human Resources							
SM 12 — Percentage of Employees Meeting Required Competencies	2.5%	Personnel Meeting Required Competencies/ Total Number of Personnel	Actual / Target	Manual on Competency Model	Completed Competency Assessment of 19.48% [631 out of 3,240 Front Line Positions]. Out of the 631, only 4.91% meet the required competencies	50% of Frontline Personnel Meeting Required Technical Competencies	a. 100% of Frontline Personnel Meeting Required Technical Competencies
	1.5%					Establish Baseline Data on Non-Technical Competencies of Frontline Personnel *(Postmasters, Tellers and Letter Carriers)*	b. 35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies
	1.0%						c. Establish Baseline on Competency of Supervisors in the Operations Group
Subtotal	**5%**						
TOTAL **EXCLUDED WEIGHTS** **RECALIBRATED TOTAL**	**100%** **(3%)** **97%**						

a/ But not to exceed the weight assigned per indicator.

LEARNING AND GROWTH